



ABLE TO EXCEL

Occupational Therapy

PRIVACY POLICY

POL-009-2

PURPOSE AND SCOPE

Able to Excel Occupational Therapy is committed to protecting and upholding the privacy of your personal information and to use it only for the purpose that it is collected. This Privacy Policy explains how Able to Excel Occupational Therapy manages the personal information that we collect, use and disclose and how to contact us if you have any questions regarding the management of your personal information. It applies to all Able to Excel Occupational Therapy Workers.

POLICY

Able to Excel Occupational Therapy is required by the *Privacy Act 1988* (and subsequent amendments) to comply with the Australian Privacy Principles (APP) (subject to the other provisions of the *Privacy Act*). The *Privacy Act* applies to all organisations that provide a health service, including Allied Health professionals. The APP's regulate the manner in which personal information is handled, from collection, to use and disclosure, storage, accessibility and disposal.

What is Personal Information?

'Personal information' is any information or an opinion, in any form and whether true or not, about an identified individual, or an individual who is reasonably identifiable from the information or opinion ascertained. Examples include an individual's name, address, contact number and email address.

Special provisions apply to the collection of personal information which is defined as sensitive information. Sensitive information includes the collection of Health Information for use by a Health Service.

What is Health Information?

'Health Information' is defined to be:

- Information or an opinion, that is also personal information;
- Other personal information collected to provide, or in providing, a health service.

Examples of Health Information Able to Excel Occupational Therapy collect include:

- Clinical notes of an individual's symptoms, diagnosis and the treatment given;
- Specialist reports and test results;
- Appointment and billing details;
- Prescriptions and other pharmaceutical purchases;
- An individual's healthcare identifier when it is collected to provide a health service;
- Any other personal information (such as information about an individual's date of birth and gender) reasonably necessary to provide a health service.

How and why does Able to Excel Occupational Therapy collect Personal and Health Information?

Able to Excel Occupational Therapy will collect information by asking you to fill in and sign forms. We also ask questions during your consultations and telephonic conversations and write this information down for future reference. Able to Excel Occupational Therapy will only collect and store that the minimum amount of health information reasonably necessary to provide the required health service.

Able to Excel Occupational Therapy collects personal and/or health information for a range of purposes within the business, including:

- The provision of high-quality occupational therapy services;
- To administer accounts and process payments;
- To communicate with you regarding any issues affecting your occupational therapy service;
- Provide information on services.

You can let us know at any time if you do not wish to be contacted for any of these purposes. If you originally provide consent, your consent will remain current until you advise us otherwise.

Information Disclosure

In performing our functions and activities, we need to disclose personal and/or health information to third parties. Third parties include, where appropriate:

- Another healthcare professions (such as doctors, specialists, psychologist, etc.) to provide you with high quality health services;
- Financial institutions for payment processing;
- Government and other regulatory bodies such as the NDIS;
- An equipment provider to provide you with needed assistive technology;
- An insurer, medical expert or lawyer to address liability indemnity arrangements;
- A lawyer/attorney for the defence of expected or existing legal proceedings;
- A person who is responsible for your care, such as a partner, carer, case manager/support coordinator or guardian/legal-decision-maker;
- Other organisations such as CARL, SAPOL and the Department of Child Protection when there is a serious and imminent threat to a participant/client (see Mandatory Reporting below), occupational therapist or the public's life, health and safety;

Where required, personal and/or health information will be disclosed as required or authorised by or under law or as otherwise permitted by the *Privacy Act*.

Mandatory Reporting

Mandated Notifiers have obligations under the South Australian Children and Young People (Safety) Act 2017 to:

- Notify the Child Abuse Report Line (CARL) if they suspect, on reasonable grounds, that a child has been harmed or at risk of harm;
- Ensure they are aware of the obligations and the consequences of the obligations and the consequences of failure to comply;
- Ensure they are able to identify report and respond to children and young people at risk of harm;
- Support activities that embed the National Principles for Child Safe Organisations.

Where a child or young person safety is concerned, Able to Excel Occupational Therapy Occupational Therapy may be required to share the following information:

- The child or young person's name and address, or in the case of an unborn child, the mother's name and address;
- A description of observations;
- Why we suspect the child is at risk;
- Any other relevant information.

Collection of Personal Information

To the extent required by the *Privacy Act*:

- Able to Excel Occupational Therapy will not collect personal information about you unless that information is necessary to provide an occupational therapy service;
- Able to Excel Occupational Therapy will collect personal information only by lawful and fair means and not in an unreasonably intrusive manner.

When Able to Excel Occupational Therapy collects personal information directly from you, we will take reasonable steps to ensure that participant/client understands and agrees to what personal information will be collected and why.

How might we contact you?

We might contact you in various ways including post, email SMS or telephone call.

Data Quality and Security

To the extent required by the *Privacy Act*, Able to Excel Occupational Therapy will take reasonable steps to:

- Make sure that the personal and health information we collect, use and disclose is complete, accurate and up to date;
- Protect the personal and health information that we hold from misuse and loss and from unauthorised access, modification or disclosure;
- Destroy or permanently de-identify personal and health information that is no longer needed for any purpose that is permitted by the *Privacy Act*;
- All participant/client records will be kept on a securely protected database that is restricted to staff members directly engaged in delivery of service to the participant/client.

Cross Border Disclosure of Personal and Health Information

Able to Excel Occupational Therapy does not require the transfer of your personal and/or health information outside of Australia.

Access and Correction of your Personal and Health Information

Please contact Able to Excel Occupational Therapy if you would like to access or correct the personal and/or health information that we hold about you. Able to Excel Occupational Therapy will generally provide you with access to your personal and/or health information (although a fee could be imposed) and will take reasonable steps to amend any personal and/or health information that is incorrect.

In some circumstances, Able to Excel Occupational Therapy may not permit access to your personal and/or health information, or refuse to correct your information, in which case we will provide you with reasons for this decision.

Who to contact

Please contact Able to Excel Occupational Therapy if you have any queries about the personal information that Able to Excel Occupational Therapy holds about you or the way that we handle that personal information.

Able to Excel Occupational Therapy

Phone: 0421 671 212

Email: natalya@abletoexcelot.com.au

If the participant/client is not satisfied with the above options or does not want to talk to this person, at any time, they can make a complaint to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- Online at www.ndiscommission.gov.au; and
- By phone: 1800 035 544.

Complaints

Please contact Able to Excel Occupational Therapy on the details above if you have any concerns or complaints about the manner in which your personal information has been collected or handled by Able to Excel Occupational Therapy.

RELATED INTERNAL DOCUMENTS AND LEGISLATION

Documents to be accessed directly from the quality directory to ensure most recent revision is referenced.

- *Destruction of Confidential Information Policy*
- *Privacy Act 1998*
- *Code of Conduct Policy*
- *Complaints Submission Form*

| DOCUMENT CHANGE RECORD | | | |
|------------------------|---------------|-----------------|--|
| REVISION NO. | REVISION DATE | REVISED BY | AMENDMENTS |
| Draft | 03.03.2021 | Natalya Meiring | Initial document created and coded. |
| 1 | 08.04.2022 | Natalya Meiring | Child and young person specific information added. |
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